

HAYNES AND BOONE, LLP

h|b

09/735427

RECEIVED

MAY 10 2004

Telecopy Transmittal

Technology Center 2100

DATE: Friday, April 23, 2004 8:56:22 AM

Total Pages Including Cover: 06

To: Office of Initial Patent Examination

Telecopy #: 17037469195

Phone #:

Client/Matter #: 22171.177

FROM: Gayle Conner

Haynes and Boone, LLP

Direct Phone #: 972-739-8655

2505 N. Plano Road, Suite 4000

Richardson, TX 75082-4101

Direct Fax #: 972-692-9103

Main Phone #: (972) 680-7550

Main Fax #: (972) 680-7551

Should you have any problems with this transmittal, please call 972-739-8655.

MESSAGE:

Confidentiality Note: The information contained in this facsimile message is privileged and confidential and is intended only for the use of the addressee. The term "privileged and confidential" includes, without limitation, attorney-client privileged communications, attorney work product, trade secrets, and any other proprietary information. Nothing in this facsimile is intended by the attorney or the client to constitute a waiver of the confidentiality of this message. If the reader of this message is not the intended recipient, or employee/agent of the intended recipient, you are hereby notified that any duplication, or distribution of this communication is unauthorized. If you have received this message in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no cost to you.

HAYNES AND BOONE, LLP

April 23, 2004

VIA FACSIMILE - 1-703-746-9195

Office of Initial Patent Examination's Filing Receipt Corrections  
Commissioner for Patents  
PO Box 1450  
Arlington, VA 22313-1450

Re: United States Patent Application 09/735,427, filed December 12, 2000  
In re Applicant: Holden et al.  
Entitled: System and Method for Dynamic Queuing in an Automatic Call Distributor  
Attorney Docket Number: 22171.177.02

Dear Sir or Madam:

Attached is a copy of the official filing receipt received from the United States Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

Under "Domestic Priority data as claimed by applicant", please correct the serial number to read "60/174,119" and the filing date to read "12/31/1999". An updated Application Data Sheet has been enclosed. Additionally, a copy of the Supplemental Declaration, filed under separate cover, is enclosed for your reference.

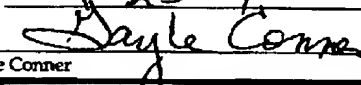
Applicants respectfully request approval.

Very truly yours,



David L. McCombs  
Attorney for Applicants  
Registration Number 32,271  
[214] 651-5533 Direct Telephone  
David.McCombs@HaynesBoone.com

DLM/lah/gc  
Attachments  
D1235311.1

<b>Certificate of Facsimile</b>	
I hereby certify that this paper is being facsimile transmitted to the Commissioner for Patents in the United States Patent and Trademark Office on the date shown below.	
Facsimile No:	1-703-746-9195
Date:	4-23-04
	
Gayle Corner	

Attorneys

901 Main Street Suite 3100 Dallas, Texas 75202-3789  
Telephone [214] 651.5000 Fax [214] 651.5940 <http://www.haynesboone.com>

AUSTIN DALLAS FORT WORTH HOUSTON RICHARDSON SAN ANTONIO WASHINGTON, D.C. MEXICO CITY



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FILE FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2153	1130	11433RRUS01U/22171.177	3	30	8

CONFIRMATION NO. 5622

CORRECTED FILING RECEIPT



\*OC000000008247983\*

David L. McCombs  
Haynes and Boone, LLP  
901 Main Street, Suite 3100  
Dallas, TX 75202-3789

**RECEIVED**

JUL 05 2001

HAYNES &amp; BOONE LLP.

Date Mailed: 07/02/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

**Applicant(s)**

Mark J. Holden, Allen, TX;  
Scott L. Orton, Allen, TX;

Domestic Priority data as claimed by applicant

60/174,119, 12/31/1999  
THIS APPLN CLAIMS BENEFIT OF 60/174,119 01/23/2000 \*  
(\*) Data Inconsistent with PTO records.

**Foreign Applications**

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

**Title**

System and method for dynamic queuing in an automatic call distributor

CODE	DATE	ACTION
AS6	10.23.01	AWAITING CORRECTED RECORDED ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

BY:

TBS 7/9/01

## **Application Data Sheet**

### **Application Information**

Application Number:: 09/735427  
Filing Date:: 12/12/2000  
Application Type:: Regular  
Subject Matter:: Utility  
Group Art Unit:: 2151  
Title:: System and Method for Dynamic Queuing in an  
Automatic Call Distributor  
Attorney Docket Number:: 22171.177.02  
Request for Early Publication?:: No  
Request for Non-Publication?:: Yes  
Total Drawing Sheets:: 3  
Small Entity:: No  
Petition Included?:: No

### **Applicant Information**

Applicant Authority Type:: Inventor  
Primary Citizenship Country:: Canada  
Status:: Full Capacity  
Given Name:: Mark  
Middle Name:: J.  
Family Name:: Holden  
City of Residence:: Allen  
State or Province of Residence:: TX  
Country of Residence:: United States  
Street of Mailing Address:: 810 Fairwood Drive  
City of Mailing Address:: Allen  
State or Province of Mailing Address:: TX

Country of Mailing Address:: US  
Postal or Zip Code of Mailing Address:: 75002  
  
Applicant Authority Type:: Inventor  
Primary Citizenship Country:: US  
Status:: Full Capacity  
Given Name:: Scott  
Middle Name:: L.  
Family Name:: Orton  
City of Residence:: Allen  
State or Province of Residence:: TX  
Country of Residence:: United States  
Street of Mailing Address:: 1204 Edgewood Lane  
City of Mailing Address:: Allen  
State or Province of Mailing Address:: TX  
Country of Mailing Address:: US  
Postal or Zip Code of Mailing Address:: 75013

### Correspondence Information

Correspondence Customer Number:: 27683  
Phone Number:: 214-651-5533  
Fax Number:: 214.200.0853  
E-Mail Address:: ipdocketing@haynesboone.com

### Representative Information

Representative Customer Number::	27683
----------------------------------	-------

### Domestic Priority Information

Application::	Continuity Type::	Parent Application::	Parent Filing Date::
This Application	claims benefit of	60/174119	12/31/1999

**Assignee Information**

Assignee Name:: Nortel Networks Limited  
Street of Mailing Address:: 2351 Boulevard Alfred-Nobel  
City of Mailing Address:: St. Laurent  
State or Province of Mailing Address:: Quebec  
Country of Mailing Address:: Canada  
Postal or Zip Code of Mailing Address:: H4S 2A9